



U.S. AIR FORCE

Module III

Resources

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One of the most important roles a key spouse performs is sharing information about base programs and services that can help families deal with the challenges of military life. This module is meant to provide resources to help family members succeed while a service member is deployed, working long hours, or otherwise occupied by performing work-related duties. At the end of this module, you will be introduced to the comprehensive Air Force Family Resource Guide, which you are encouraged to share with all spouses and families. Remember, information is power!



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Objectives

- Define formal and informal resources
- Identify KS resources and information tools
- Discuss gathering information
- Identify support tools

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Gathering resource information is vital to the success of today's military families. After completing this module, you should be able to:

- Define and identify formal and informal resources
- List available resources and information tools
- Identify various ways of gathering information
- Identify necessary support tools



Exercise 3.1: Family Needs Assessment

- **Brainstorm challenges/problems that military families may encounter**

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At this time, pause the video and take some time to brainstorm challenges or problems military families may encounter. Think about these situations when we refer to the reference lists in the future slides. This may assist you in thinking of ways the resources would be beneficial in assisting families.



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Formal and Informal Resources

■ Informal resources

- **Family, friends, co-workers, neighbors**
- **Publications**

■ Formal resources

- **Local/community/national**
- **Installation support**
- **Integrated Delivery System (IDS)**

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There are a number of challenges that require a solid knowledge base of formal and informal resources and information tools.

Informal resources are the relationships in a community that can be supportive to families. You find out about informal resources by asking the family, but this communication requires trust and may come slowly. However, these are powerful relationships and time should be taken to explore them. If you poll your family and friends about how they get through their life crises, most will probably tell you they did so by having access to family, faith, or friends. In some cases, families lose their connection to their supports through their families or through the community, often due to abuse, violence, stress, or addiction.

Formal resources, on the other hand, are obtained from local and national community agencies. Installation support agencies such as Airman & Family Readiness Center, Chaplain, Family Advocacy, etc are also available.

As a Key Spouse you will assist families in connecting to both types of resources.

In order to expand and update the Key Spouse knowledge base, it is important that you invite helping agency guest speakers. Along with this, you also need to make sure that your list of resource information is constantly maintained and updated.

There are two resources you should be familiar with: Community Action Information Board and Integrated Delivery System Team. The Community Action Information Board is a cross-functional body to resolve issues that impact the readiness of Air Force members, Air Force family members, and the community. The Community Action Information Board:

- Promotes collaboration among helping agencies.
- Identifies gaps in services.
- Reduces duplication of effort.
- Facilitates pooling of resources for cross-organizational activities in support of the readiness of the base.

The Integrated Delivery System is a working group established as the “action arm” of the Community Action Information Board. The primary responsibility of the Integrated Discovery System is to provide services to military families and coordinate prevention and educational activities related to individual, family, and community concerns.

The operation of these local community boards mirrors that of the Major Command and Air Force. If you have a concern or issue you want raised at these bodies, contact any member of the Integrated Delivery System Team; however, your primary contact for these issues will be someone on your unit leadership team.



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Information Tools

- Airman and Family Readiness Center
- Chaplain Services
- Family Advocacy
- Legal Office
- American Red Cross
- Military Family Life Consultant
- Sexual Assault Response Coordinator (SARC)
- Mental Health
- Health and Wellness Center (HAWC)
- Family Member Programs
- United Way
- Military Child Education Coalition
- National Military Family Association
- America Supports You
- Operation Home Front
- Universities, Colleges, Technical Schools
- Inter-Service Family Assistance Committee
- Victim Advocate
- (Add local resources)

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Listed on this slide are examples of available information tools. More specific details about these agencies can be gathered either by contacting the agency directly or through attendance at Heart Link.

Remember that on-based resources may be limited. You will also need to explore low cost or free resources in the community as there many local and national community resources available. Many community resources can be accessed and explored online.



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Information Tools (Cont'd)

■ **Military OneSource: “Serving the American military and their families”**

- **www.militaryonesource.com**
- **Accessible 24/7/365, toll-free and via the web**
- **Master’s degree-level consultants immediately available**
- **Address/research on- and off-base needs worldwide**
- **Translation services available in 150+ languages**
- **Face-to-Face (F2F) counseling with civilian provider**
- **Free online tax service**

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Military OneSource is a large set of resources devoted to helping the American military and their families. It can be accessed online via www.militaryonesource.com.

Here are some access information and highlights of Military OneSource:

- Available to all branches of US military.
- Available stateside by calling 1-800-342-9647.
- Available from overseas locations by using the country access code and the phone number 800-3429-6477.
- Spanish-speaking consultants available through CONUS at 1-877-888-0727.
- Wide range of topic areas from plumbers in their local area to the cost and availability of child care in Germany for an upcoming family’s PCS.
- Translation services available; written and spoken; immediately available or by appointment.
- Personal and family education resource tools available ranging from printed pamphlets to electronic information to web classes/workshops.
- Up to 12 Face to Face counseling sessions with a civilian provider at no cost to military member or family member(s).
- Referral for counseling is made directly by Military OneSource consultant

after discussing the issue with the caller. The referral is NOT made by Airman & Family Readiness Center or other base helping agency.

- Follow-up with caller about civilian counseling is provided by Military OneSource.
- Free online tax service available to Active Duty personnel and their families.



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Information Tools (Cont'd)

- **Military Homefront: DOD resource for relocating families, www.militaryhomefront.dod.mil**
 - Extensive information on military installations and local communities
 - Updated every 90 days
- **Air Force Crossroads, www.afcrossroads.com**
 - Information regarding many aspects of Air Force life
 - Family separation and readiness
 - Child and spouse education (School Liaison)
 - Financial planning
 - Spouse employment
 - Stress management
 - Spouse, teen, and youth forums

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Another online resource is Military Homefront, which can be accessed at www.militaryhomefront.dod.mil.

This site is a Department of Defense Resource for the relocation of families. It provides:

- Extensive Information on Military Installations and Local Communities
- Listings updated locally every 90 days
- Current, updated relocation resource information.

For more information about many aspects of Air Force life, another online resource is the Air Force Crossroads website found at <http://www.afcrossroads.com/>

Topics on Air Force Crossroads include:

- Separation and Readiness
- Child and Spouse Education
- Financial Planning
- Spouse Employment
- Stress Management
- Spouses, Teens, and Youth Forums



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Gathering Information

■ **Attend:**

- **Unit KS meetings**
- **A&FRC KS “group” meetings**
- **Unit Commander’s Calls and family functions, A&FRC sponsored events**
- **Supplemental training sessions**

■ **Learn from:**

- **Other KS and unit team members**
- **Networking with helping agencies**
- **Community calendars, flyers, advertisements, base and local newspapers, message boards, blogs, local news outlets**

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In addition to information from formal resources, informal methods may also provide great value to the success of the unit’s readiness. In order to find and maintain informal resources, you are encouraged to attend:

- KS meetings
- A&FRC KS group meetings
- Unit Commander’s Calls and family functions
- A&FRC sponsored events
- Supplemental training sessions

Remember, Key spouses have much to learn from other Keys spouses and unit team members.

Beyond working with other Key Spouses and unit team members, networking with helping agencies is key. Read local marketing such as community calendars, flyers, advertisements, blogs, etc.

To achieve maximum benefit from Key Spouse working group meetings, best practices are:

- Each group's Key Spouses *rotates responsibility* for organizing a quarterly wing-wide Key Spouse working group meeting.
- The organizing group of Key Spouses arrange for a meeting location within their group and coordinate a tour/overview of all/some of that group's military work areas.
- These Key Spouses also contact helping agency representative(s) in advance and invite them to present as guest speakers during the Key Spouse working group meeting.
- Wing-wide networking among the Key Spouses is of benefit to the base's military families.

Each Key Spouse needs to develop an individual system to organize resource information

- Example of Resource Worksheet is located in your Key Spouse Reference Guide
- Feel free to use Printed or electronic data management

Remember that Key Spouse involvement in unit and wing activities/meetings increases their knowledge base of available resources to unit families.



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KS Support Tools

■ Communication

- Phone
- Computer/printer
- Email address
- Business cards

■ Rosters

- Unit
- Deployment
- Newcomer

■ AF Family Resource Guide

- www.afpc.randolph.af.mil (TBD)

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A few basic communication support tools are necessary for getting started:

- Phone
- Computer
- Email Address (possibly unit gmail account)
- Business cards

Remember that you need to obtain unit, deployment, and newcomer's rosters as soon as possible.

Another important support tool is the Air Force Family Resource Guide. Please take some time to explore this tool on your own, as frequent use and increased familiarity with it will help you use it. The Resource Guide is a good reference as it:

- Is a comprehensive tool to help identify formal resources.
- Provides quick reference for frequently used community agencies and services.
- Contains most commonly referenced regional and national resources with a description of activities and services.
- Includes educational grant / scholarship information